

General Information

Moog Medical Devices Group

4314 Zevex Park Lane
Salt Lake City, Utah 84123

ph 801.264.1001
fx 801.264.1051
800.970.2337

www.moog.com/medical

Customer Advocacy Hours

Monday - Friday, 7:00am to 5:00pm MST

Order Requirements

Orders may be placed with our Customer Advocacy Department via telephone, fax, or email.

- Phone: (800) 970-2337 or (801) 264-1001, Option #7
- Fax: (800) 778-3135 or (801) 264-1097
- Email: medcustomerservice@moog.com



Disposables: A Purchase Order number is required. Customer Advocacy will confirm Purchase Order details at time of order.

Durable Medical Equipment: A Hard copy Purchase Order from the customer is required (sent via fax or scanned copy via email).

Purchase Orders must be on company letterhead and include the following:

- Purchase Order number
- Account name
- Bill to address
- Ship to address
- MMDG Catalog number
- Quantity ordered
- Price
- Shipping instructions
- Signature
- Terms

Technical Support (Available 24 hours): Please have product serial or lot number(s) available.

- Normal business hours: 7:00am to 5:00pm MST, through Moog Customer Advocacy.
- After hours: (800) 970-2337, wait for prompts, press ext. 240.

Minimum Order Quantity

Only whole-case orders will be accepted, no partial orders for disposable sets.

Payment Terms

Net thirty (30) days from invoice date. After 30 days, late fees may be assessed on any outstanding balances plus interest accrued at an annual rate of 18%.

Returned Goods Policy

Products in unopened cartons and in sellable condition may be accepted for return. Accepted items will receive 85% credit based on customer's invoiced price. **Customer is responsible for providing original PO, MMDG Confirmation Number, or MMDG Invoice Number in order to provide RMA for return.** Discontinued or expired products, and products ordered more than 90 days prior are not eligible for return. Before returning any product, contact Moog Medical Customer Advocacy to receive a Returned Merchandise Authorization (RMA) number. **Returns WILL NOT be accepted without an RMA number.** Ship returns to 649 West 4330 South, Salt Lake City, Utah 84123. **RMA numbers must be clearly marked on both inside and outside of all packaging.**